

Compliance Assessment Report CAR_NRW0052682

Licence being assessed: 24/67/5/0081.

For: Kronospan Ltd abstraction from Llangollen canal, **held by:** Canal & River Trust.

At: .

Type of assessment: Audit,

Reason: Routine.

On: 13/08/2026, between 10:30 and 13:00.

Parts of licence assessed: See below

NRW Lead Officer: Libby Hughes, accompanied by Richard Smith.

Report sent to: Licence Holder, Licence Holder, on 27/08/2026.

1. Summary of our findings (full details in section 4)

Part of licenced activity assessed (criteria)	Assessment result	Non-compliant licence condition
WR-A1 - Water Abstraction - Abstraction specified by licence - Source of supply	Action only (X)	
WR-A2 - Water Abstraction - Abstraction specified by licence - Points of abstraction	Action only (X)	
WR-A3 - Water Abstraction - Abstraction specified by licence - Means of abstraction	Action only (X)	
WR-A3 - Water Abstraction - Abstraction specified by licence - Means of abstraction	Action only (X)	
WR-A6 - Water Abstraction - Abstraction specified by licence - Quantities	Assessed (A)	
WR-B1 - Water Abstraction - Abstraction measurement and records - Means of measurement	Assessed (A)	
WR-B2 - Water Abstraction - Abstraction measurement and records - Recording	Assessed (A)	
WR-B3 - Water Abstraction - Abstraction measurement and records - Reporting	Assessed (A)	

Result types are explained in more detail in the 'Important Information' section below.

2. What action is required?

Criteria	Action needed	Complete by
WR-A1	See Action 1 below	13/09/2026
WR-A2	See Action 2 below	31/03/2027
WR-A3	See Action 1 below	13/09/2026
WR-A3	See Action 2 below	31/03/2027

Action criteria codes are listed in the 'Important Information' section below.

3. What will happen next?

Any non-compliance we have identified and recorded on this form is an offence. It can result in criminal prosecution or civil sanctions being imposed depending on the circumstances of the offence.

At this time, we do not intend to take any further action.

This statement does not stop us from taking additional enforcement action if further relevant information comes to light or offences continue.

4. Details of our assessment

This Compliance Assessment Report (CAR) has been completed following an inspection on 13th August 2026 by NRW officers. The abstraction licence holder, the Canals & River Trust, manages the abstraction on behalf of Kronospan Ltd. The inspection was carried out at Kronospan.

An NRW officer inspected the abstraction point on the canal on 16th May 2026, and no issues were noted at the time.

WR-A1 Source of Supply

Water is abstracted from the Llangollen Canal and is used by Kronospan for the purposes of evaporative cooling and process water.

WR-A2 - Points of Abstraction

WR-A3 - Means of Abstraction

Licence condition 2.1 implies that the abstraction is taking place at Points A and B. NRW officers understand from discussions with EHS staff from Kronospan that the abstraction is taken from *between* points A and B.

Licence condition 3.1 states *Surface mounted pumps at Point "A" and Point "B"* NRW officers understand from staff at Kronospan that there is a single surface mounted pump *between* points A and B.

Action 1: By 13th September 2026: Confirm to NRW the number and location of the abstraction points on the ground.

Action 2: By 31st March 2027: Amend permit as necessary to ensure that the wording in Licence Conditions 2.1 and 3.1 correctly reflect activities on the ground.

WR-A6 - Maximum Quantities

The Annual returns submitted via NRW's on-line portal for the periods indicated are as follows:

2023-2024 - 345,906 m³

2024-2025 - 319,645 m³

2025-2026 - 366,051 m³

These are all below the maximum permitted annual abstraction rates specified in the licence.

Data forwarded to NRW by Kronospan staff indicates that abstraction rates are also below the maximum permitted daily abstraction rates specified in the licence.

WR-B1 - Means of Measurement

Water is abstracted from the canal into a 30m³ holding tank on the adjacent facility. An Endress + Hauser water meter is attached to the pipe taking water from the holding tank.

During the inspection the meter reading was recorded as 2459500.25, and the flow rate was observed to be 50.63m³ per hour, which is equivalent to 14.06 litres/second. This is below the maximum permitted hourly rate, and also below the maximum instantaneous flow rate specified in the licence.

WR-B2 - Recording

WR-B3 - Reporting

NRW understands that daily meter readings are taken by EHS staff at Kronospan, which are submitted regularly to the Canals & Rivers Trust, who submits the returns to NRW via the on-line portal. All returns have been received by NRW within the required time periods.

The licence holder is reminded that this licence is currently due to expire on 31st March 2027. If they intend to renew the licence, the appropriate paperwork should be submitted to NRW at least 3 months beforehand.

If you have any queries about this report, or to discuss completion of any actions, please contact the NRW Officer named above.

Important information

Legal status of this report

Your licence is issued to you under the Water Resources Act 1991 as amended by the Water Act 2003. You have a responsibility to comply with the conditions of your licence and prevent pollution/harm to the environment. You must also ensure that you comply with any other relevant legislation that may apply to your site's operations.

This report explains the findings of our assessment and any action you are required to take. We categorise non-compliance using our guidance for assessing non-compliance at regulated sites.

When we find potential non-compliance/s we will normally give you advice on how to maintain compliance.

To correct non-compliance, we may:

- require you to take specific actions
- issue a notice.

Any advice and guidance we give will be without prejudice to any other enforcement response that we consider may be required.

Assessment results and non-compliance categories (used in section 1):

Assessment result	Description
Assessed (A)	Assessed or assessed in part, no evidence of non-compliance found
Action only (X)	Action required for the licence condition assessed to avoid non-compliance. No non-compliance scored at this time
Ongoing (O)	Ongoing non-compliance, not scored

Non-compliance category	Description
C1 Major	Potential to have a major, serious, persistent and/or extensive impact or effect on the environment, people and/or property
C2 Significant	Potential to have a significant impact or effect on the environment, people and/or property
C3 Minor	Potential to have a minor or minimal impact or effect on the environment, people and/or property
C4 No environmental impact	Non-compliance at a regulated site that cannot foreseeably have any impact on the environment, people and/or property

Full list of Water resource action criteria (used in section 1 and 2):**WR A: Abstraction specified by Licence**

- WR-A1 Source of supply
- WR-A2 Points of abstraction
- WR-A3 Means of abstraction
- WR-A4 Purposes of abstraction
- WR-A5 Period of abstraction
- WR-A6 Quantities
- WR-A7 Land
- WR-A8 Other specified on licence

WR B: Abstraction measurement and records

- WR-B1 Means of measurement
- WR-B2 Recording
- WR-B3 Reporting

WR C: Surface / Groundwater level and protected flow

- WR-C1 Minimum hands-off flow/level requirements
- WR-C2 Flow/level measurement devices
- WR-C3 Recording
- WR-C4 Reporting

WR D: Environmental monitoring and information

- WR-D1 Recording
- WR-D2 Reporting
- WR-D3 Notifications

WR E: Fish and eel passage

- WR-E1 Infrastructure specified by licence
- WR-E2 Maintenance and records

WR F: Discharge

- WR-F1 Point of discharge
- WR-F2 Infrastructure
- WR-F3 Measurement
- WR-F4 Recording
- WR-F5 Reporting

WR G: Impoundment specified by licence

- WR-G1 Inland water to be impounded
- WR-G2 Manner and extent of impoundment
- WR-G3 Point(s) of impoundment
- WR-G4 Construction and removal requirements
- WR-G5 Other specified on licence

WR H: Borehole infrastructure

- WR-H1 Infrastructure and accessibility
- WR-H2 Maintenance and calibration

Enforcement response

Any non-compliance with a licence condition is an offence and we may take legal action against you. Action we take can include prosecution or civil sanctions. See our Enforcement and Sanctions Guidance for further information.

Data protection notice

You should make sure that anyone named in this report knows that the information it contains will be processed by Natural Resources Wales to fulfil its regulatory and monitoring functions and to maintain the relevant public register(s).

We may also use and/or disclose the report in connection with:

- offering or providing you with our literature or services relating to environmental matters
- consulting with the public, public bodies and other organisations (e.g. Health and Safety Executive, local authorities) on environmental issues
- carrying out statistical analysis, research and development on environmental issues
- providing public register information to enquirers
- investigating possible breaches of environmental law
- assessing customer service satisfaction and improving our service
- Freedom of Information Act or Environmental Information Regulations requests.

We may also pass it on to our agents or representatives to do these things on our behalf.

Disclosure of information – this report will be available to view on-line

If you think this report contains commercially confidential information that should not be placed on our public register, you must contact your local Natural Resources Wales office within **fifteen working days** of receiving this report, using the contact details in the accompanying email or letter. You must give a full explanation of why it should not be added to our public register, including specifying which information is commercially confidential. We will assess your request and respond to you within twenty working days to let you know if we agree to your request.

Disputing the Content of this Compliance Assessment Report Form

If you disagree with the content of this Compliance Assessment Report form, you should submit your concerns, in writing, to the regulating officer who issued it within **15 working days** of its issue. This will be treated as a **Stage 1 review**.

If you are not satisfied with the outcome of the stage 1 review, you may request a **Stage 2 appeal**. This request must be submitted **within 21 working days** of receiving the response from the stage 1 review.

Further details on our review and appeal process are available at: [Natural Resources Wales / Appeal a regulatory decision from Natural Resources Wales](#)

Concerns Not Related to the Content of this Compliance Assessment Report Form

If your concerns do not relate to the content of the Compliance Assessment Report form, you should first attempt to resolve the issue with the regulating officer or their line manager.

If the issue remains unresolved, please contact our **Customer Contact Team**:

- **Telephone:** 0300 065 3000 (Monday to Friday, 09:00–17:00)
- **Email:** enquiries@naturalresourceswales.gov.uk

They will provide details on how to escalate your concerns through our **Complaints and Commendations procedure**.

If you are dissatisfied with our response, you may contact the **Public Services Ombudsman for Wales**:

- **Telephone:** 0300 790 0203
- **Email:** ask@ombudsman.wales

Welsh Language Standards

We are committed to establishing Natural Resources Wales as a naturally bilingual organisation. We will provide compliance reports in your preferred language.